

Secure Access Washington Account

The Office of Administrative Hearings (OAH) offers electronic access to all of the documents in your case file. This is done through a portal.

To access this portal, you must create a **Secure Access Washington (SAW)** account. This is required by Washington State to interact with any data behind the state's firewall. It helps protect your information. *(You only need to create a SAW account if you do not already have one.)*

Address Sheet

You will receive instructions on your address sheet. This explains how to access your case. The specific codes you need will be on your address sheet. If you cannot find your address sheet, please call OAH at (800) 583-8271.

Here is an example address sheet:

Diane Altman
123456 Sunshine Street SE Apt 3
Olympia, WA 98503

Electronic access to your case files now available! Manage your case from one easy and secure location.

1. Create an account on <https://secureaccess.wa.gov>
2. Click **Add A New Service**
3. Select **I have been given a code**
4. Enter Your **SAW Service Code**: X-XXXXxx!
5. Click **Participant Portal**
6. Add Your Case using **Docket Number**: XX-XXXX-XXX-XXXXX and **Participant Identifier**: 123456

For more detailed instructions visit www.oah.wa.gov.

Electronic access to your case files now available!
Manage your case(s) from one easy and secure location.

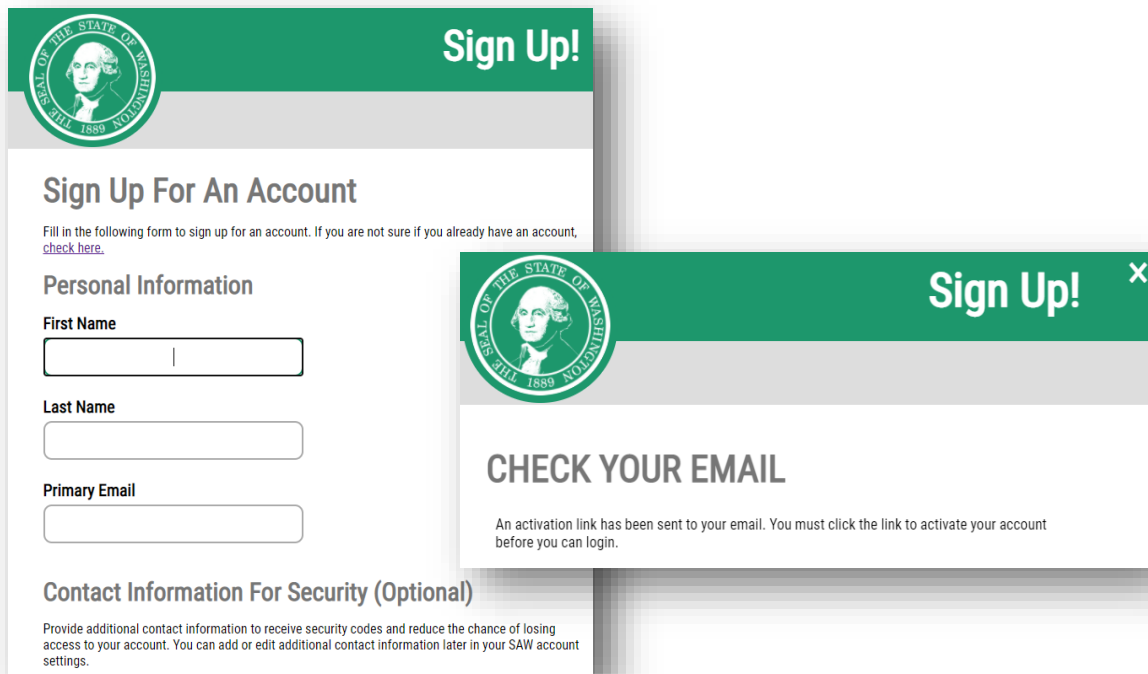
1. Create an account on <https://secureaccess.wa.gov>
2. Click **Add A New Service**
3. Select **I have been given a code**
4. Enter Your **SAW Service Code**: _____
5. Click **Participant Portal**
6. Add Your Case using **Docket Number**: _____ and
Participant Identifier: _____

Here is the process to get a SAW account:

- Navigate to Secure Access Washington: <https://secureaccess.wa.gov>
Select the **SIGN UP!** button.



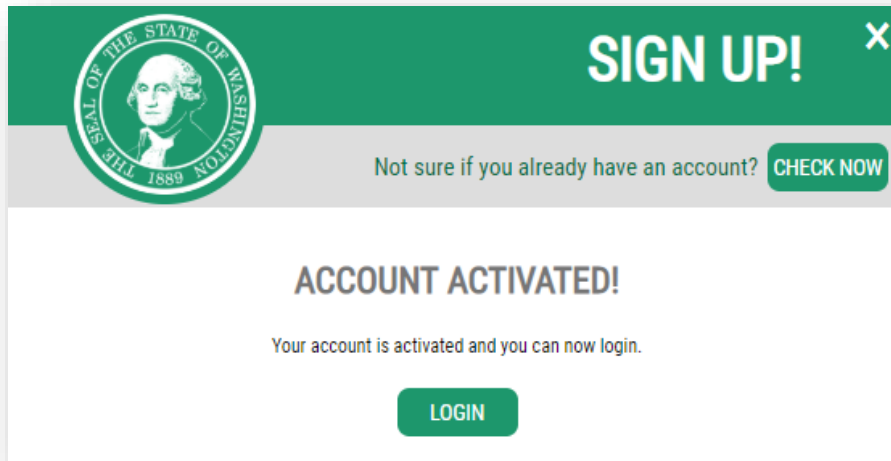
- Fill out the required fields and **SUBMIT**.



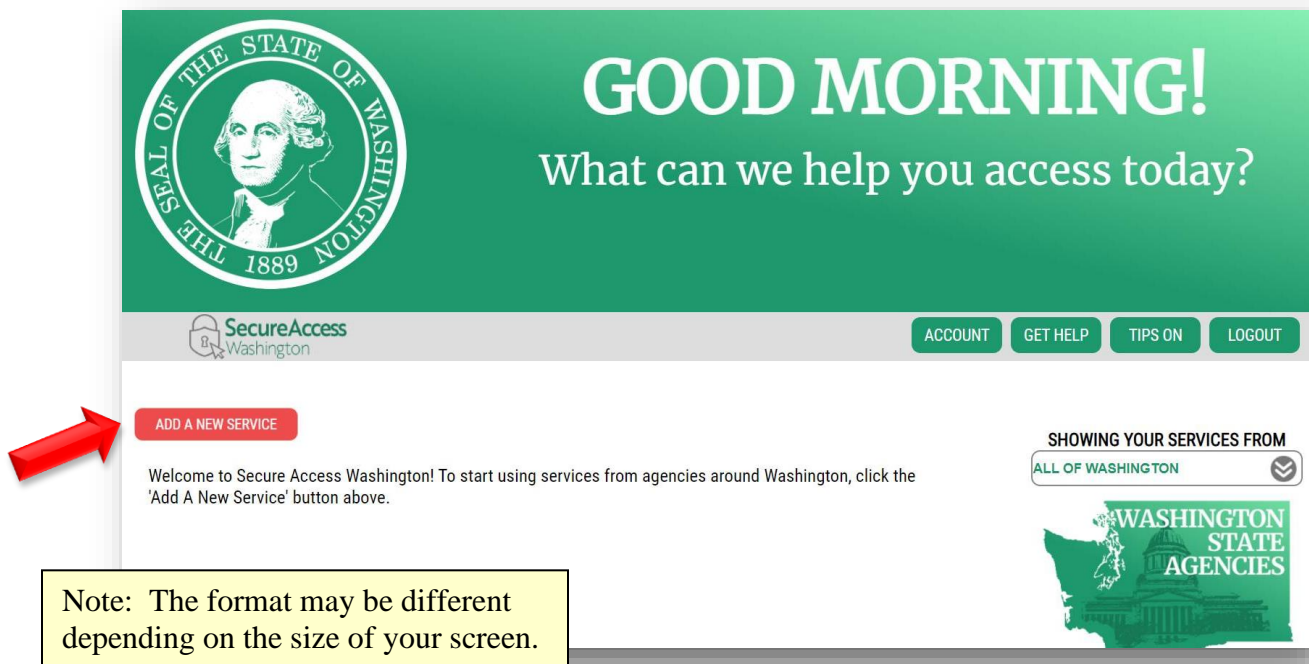
- You will then receive an email from secureaccess@cts.wa.gov. The email will contain a link you must click on to activate your account.

secureaccess@cts.wa.gov
SecureAccess Washington : Welcome to SecureAccess Washington

- Once activated, Login to your account.



- Select the **ADD A NEW SERVICE** button.



Note: The format may be different depending on the size of your screen.

- Select **I have been given a code** button.

SecureAccess
Washington

HOME ACCOUNT TIPS ON GET HELP LOGOUT

ADD A NEW SERVICE

I have been given a code by an agency.

I would like to browse a list of services by name.

I would like to browse a list of services by agency.

- Enter the code on your address sheet and then select **SUBMIT**.
You can also call 800-583-8271 to get the code.

ADD A NEW SERVICE

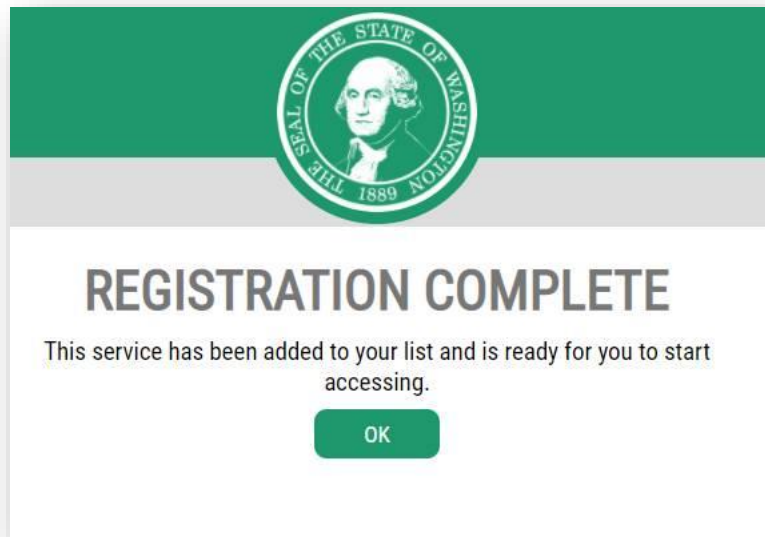
ENTER YOUR CODE

Hidden service codes are supplied by the service's agency. SAW support staff cannot give out codes. Please contact the service's agency help desk for your code.

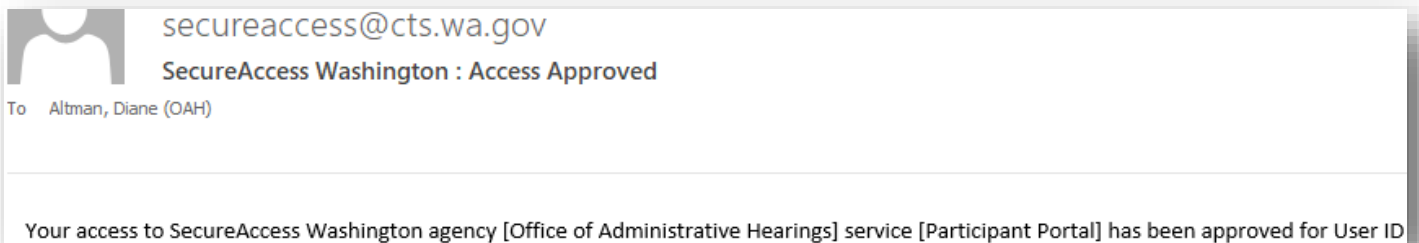
SUBMIT

I would like to browse a list of services by name.

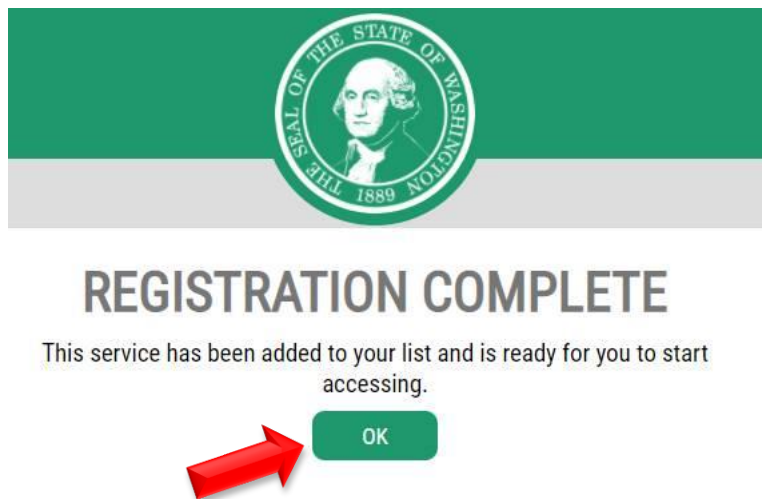
I would like to browse a list of services by agency.



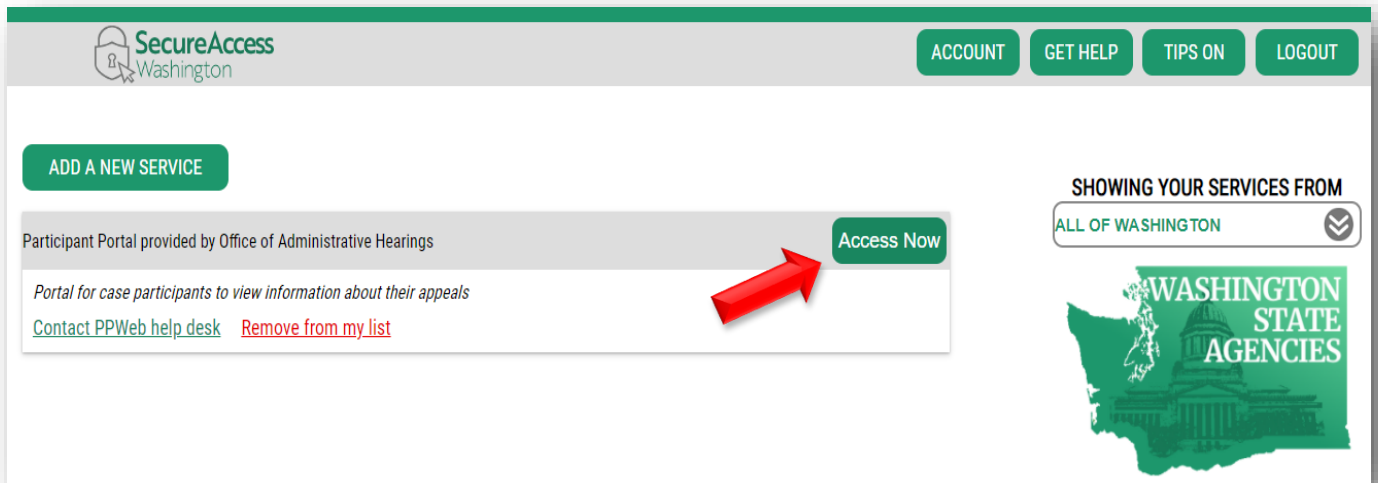
- You will receive an email that your access has been approved.




- Click the **OK** button on Registration Complete.



- Click the **Access Now** button.



- A code is required to continue. Pick how you want to be sent a code:



This service requires MFA.

Help Español

1 2 3 4


Choose Method Enter Code Remember Device Access Service

Multi-Factor Authentication (MFA)


This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

Choose Method


How would you like to receive your verification code?




Enter verification code from Google Authenticator App
Open your authenticator app to display a code. Enter that code on the next screen.



@.com
Receive the code in an email and enter it on the next screen.

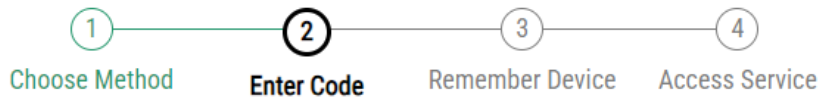
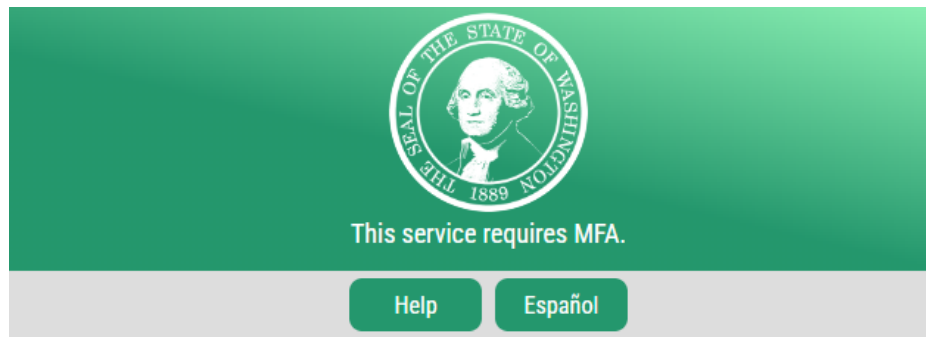


@.com
Receive the code in an email and enter it on the next screen.



(***-***-****) ***-****
Receive the code in a text message and enter it on the next screen.

- Enter the code



Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***e21@gmail.com

1068-

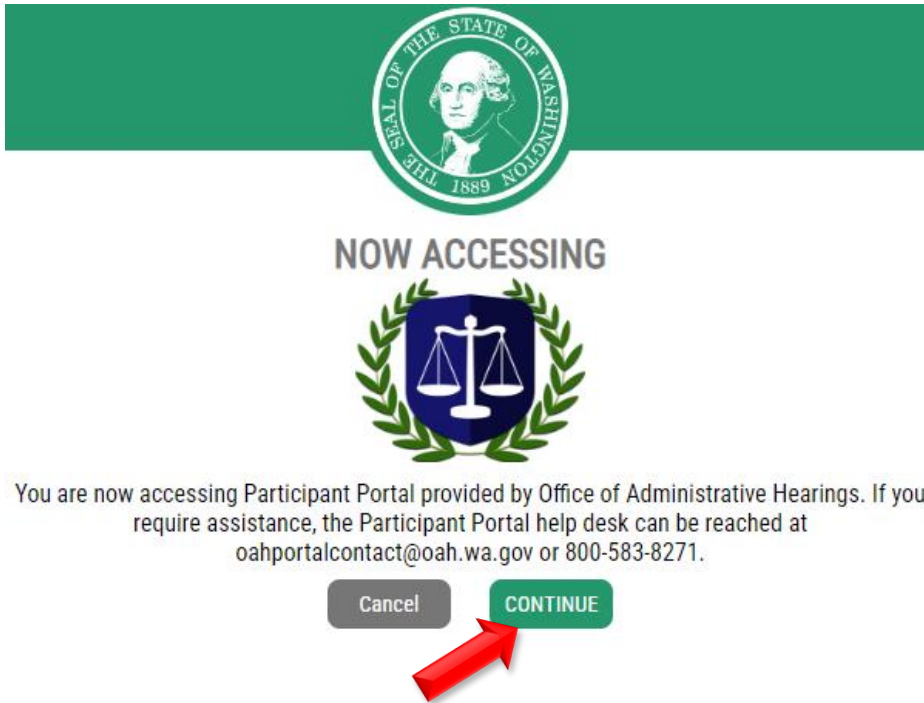
[Resend Code](#)

[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resent code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.

- Click the **CONTINUE** button.



Help with SAW Accounts

The OAH Call Center is trained to help you create your account and access your case files. Please call 800-583-8271 if you have any issues.

Adding a Case

Once you have accessed the portal, you will be asked to enter a docket number and a participant identifier. These are both found on your address sheet.

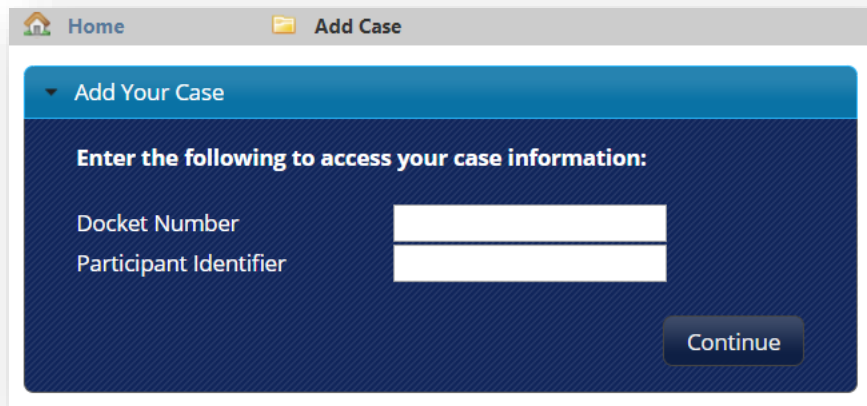
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For more detailed instructions visit www.oah.wa.gov.

Sample
Numbers

Enter the Docket Number and Participant Identifier and click the **Continue** button.



Home Add Case

▼ Add Your Case

Enter the following to access your case information:

Docket Number

Participant Identifier

Continue



Docket number formats:

- 6 numbers
- Combination of numbers and letters: ##-####-XYZ-####

Participant Identifier

- Up to 6 numbers



If you would like additional help understanding the information in the Portal, please watch the Participant Portal video.

You are welcome to contact OAH with any questions 800-583-8271.

